

General Factors and Standards

Customer Service – Demonstrates knowledge of internal and external customers; is sensitive to customer needs and expectations; responds promptly and willingly to provide information, services and/or products as needed.

Teamwork – Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works cooperatively with others to achieve goals.

Organizational Commitment – Displays high level of effort and commitment to performing work; operates effectively within the organizational structure; demonstrates trustworthiness and responsible behavior.

Job Knowledge – Possesses adequate knowledge skills and experience to perform the duties of the job; understands the purpose of the work unit and how position contributes to the overall mission of the agency; maintains competency in essential areas.

Adaptability/Flexibility – Adapts readily to new situations and changes in the workplace; works well under pressure; learns and functions well under widely different situations and circumstances.

Communication – Comprehends oral and written information, and clearly and effectively expresses self in the presentation of ideas; develops written work in a logical and comprehensive manner where appropriate.

Motivation/Initiative – Displays an interest in performance of tasks, including those over and above regular assignments; willingly accepts increasing responsibility and accountability; makes recommendations and suggestions to improve operations.

Drive for Results – Understands importance of achieving results; makes effort necessary to achieve goals/objectives; achieves results requested or agreed upon.

Staff Development/Performance Management – Works with employees to create training and development plans; provides regular, balanced feedback to clarify strengths and weaknesses; provides clear standards for employee achievement; fosters individual and collective creativity within the work group.

Planning & Organizing – Establishes priorities and work sequences to coordinate efforts, maintain work flow and meet deadlines; ensures sufficient functioning through smooth interface with related processes.

Problem Solving/Decision Making – Recognizes and defines problems; thoroughly obtains and analyzes facts; takes immediate corrective action; uses resources and techniques to develop sound solutions while foreseeing possible consequences.

Financial Planning/Budgeting – Fully understands the budgetary parameters of the work unit; plans and operates within the budget; capable of rationalizing allocation of resources.

Judgment – Exercises logical thinking and foresees consequences of actions; has adequate knowledge of all applicable policies or rules and selects appropriate guidelines or procedures to follow in a variety of situations.

Physical Effort – Puts forth the physical exertion required to perform assigned tasks. Can be counted on to do one's share of the work.

Acceptance of Supervision – Willingly accepts and follows instructions given by supervisor in the performance of duties; responds to training and coaching in a constructive manner.

Public Relations – Works effectively with those contacts outside the agency in a courteous, cooperative and objective manner. Involves the provision of timely, accurate assistance to the public.

Directing/Coaching – Defines and coordinates work and delegates appropriately to best accomplish goals; adjusts assignments to maintain workflow; provides immediate and effective feedback to employees concerning behavior and performance.

Employee Relations – Is supportive, considerate, fair and objective in one's behavior toward subordinates; establishes and maintains a cordial and harmonious work atmosphere.

Staffing/Affirmative Action – Maintains adequate staffing levels; executes established personnel policies and maintains working conditions; applies all appropriate Equal Employment Opportunity/Affirmative Action policies when making staffing decisions; addresses work-related needs of subordinates.

Interpersonal Relations – Establishes effective working relationships with co-workers, clients and/or the public; gets along well with others.

Composure/Stability – Works well under pressure; responds appropriately to stressful/emergency situations; approaches tasks with patience and firmness; is consistent in behavior.

Change Management – Openly supports change; motivates and encourages fellow employees to support change; successfully implements change in work unit.

Confidentiality – Can be trusted to use discretion in dealing with customers and fellow employees; maintains confidentiality of information or materials appropriate to position.

